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September 3, 1999

VIA FACSIMILE (615-741-5015)

Mr. David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Re: Knox Helpline, Inc.

Dear Mr. Waddell:

This letter is a brief follow up to our telephone conversation this morning, and is intended to alert you and the Tennessee Regulatory Authority ("TRA") of the desire of Knox Helpline, Inc. ("Knox Helpline") to submit a petition to the TRA for an N11 abbreviated dialing code pursuant to BellSouth Tariff A39. Knox Helpline is a newly formed Tennessee non-profit corporation which has been organized to establish a central contact point to assist people in reaching the appropriate human service resources available in Knox County, and the surrounding communities.

As you know, Knox Helpline is desirous of acquiring the 211 code, but that, pursuant to TRA Order dated April 1, 1999, the 211 code has been assigned to National Telephone Enterprises ("NTE"). Pursuant to Section A39.1.2B, subparagraph 2 thereof, a copy of which I enclose for your convenience, it appears that in the event an N11 subscriber has failed to establish service within 90 calendar days within the date an N1 number is assigned to the subscriber, such N1 number "will be recalled and the number will be considered available for reassignment . . ." Upon information and belief, NTE has not commenced utilization of this number, thus, having failed to do so on or before July 1, 1999, it appears that NTE has forfeited its right to use the 211 code. I anticipate submitting next week an application on behalf of Knox Helpline which shall request assignment of the 211 code, and in the alternative, another available N11 code (if my interpretation of the Tariff is inaccurate).

FILE

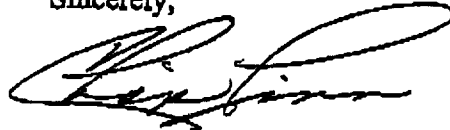
September 3, 1999

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To that end, would you please provide me with a list of local subscribers that are entitled to notice of the Knox Helpline petition, and I would appreciate your faxing it to my office at your earliest convenience.

In the meantime, if you have any questions or comments, please feel free to contact me. Thank you very much for your assistance.

Sincerely,



Charles M. Finn

CMF/rk

Enclosure

cc: Robert E. McDonald, Jr., M.D., President, Knox Helpline

OFFICIAL APPROVED VERSION, RELEASED BY SETTEL

SOUTH CENTRAL BELL
TELEPHONE COMPANY
TENNESSEE
ISSUED: October 2, 1995
BY: President - Tennessee
Nashville, Tennessee

GENERAL SUBSCRIBER SERVICES TARIFF

Second Revised Page 2
Cancels First Revised Page 2

EFFECTIVE: November 2, 1995

A39. ABBREVIATED DIALING

A39.1 N11 Service (Cont'd)

A39.1.1 General (Cont'd)

- N. Access to N11 Service is not available to the following classes of service: (Cont'd)
- 10XXXX or 101XXXX
 - Four-party Stations
 - Cellular - Type 2A
- Operator assisted calls to an N11 subscriber will not be completed.
- O. N11 Service will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Calling Number Identification service in Section A13. of this Tariff, as available.
- P. The N11 subscriber is restricted from selling or transferring the N11 number to an unaffiliated entity, either directly or indirectly.
- Q. If an N11 subscriber becomes an affiliate of or is acquired by another N11 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one N11 number within 6 months of the merger or acquisition.
- R. If local calling areas are merged, and an N11 number exists in both areas, the N11 subscriber who established the N11 Service first in time will be entitled to retain the N11 Service in the merged local calling area.
- S. N11 Service will be provided within a maximum of 30 days after the customer's request for service has been processed in order to allow the Company sufficient time for provisioning.
- T. The N11 subscriber must comply with any rules, pertaining to N11 Service, adopted by the FCC in rulemaking proceedings (CC Docket 92-105).
- U. The N11 subscriber is prohibited from providing programming which involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for callers to interact with one another.

A39.1.2 Service Requirements and Conditions

- A. All requests for N11 Service must be submitted in writing to the Tennessee Public Service Commission. The Commission will allocate N11 Service numbers in the specified Single Local Calling Area.
- B. Within 30 calendar days of the number assignment, the N11 subscriber must initiate a service request order which will determine the subscriber's provisioning date. This provisioning date must be within 30 calendar days of the date the N11 number is assigned to the subscriber. The N11 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If, during or at the end of this 90-day period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.

A minimum usage charge becomes effective 6 months after the service has been initially provisioned. Once it becomes effective, this charge will be billed to the N11 subscriber for any billing period in which the N11 subscriber's usage charges fall below the amount of the Minimum Usage Charge in A39.1.6 of this Tariff. The transfer of an N11 number to an affiliate, whether through merger, acquisition, or otherwise, will not restart the counting of the 6 month period which the minimum usage charge does not apply.

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Date: September 3, 1999

PLEASE HAND DELIVER THE FOLLOWING TO:

NAME: David Waddell

COMPANY: Tennessee Regulatory Authority

FACSIMILE NUMBER: 615-741-5015

FROM: Charles M. Finn

TOTAL NUMBER OF PAGES (INCLUDING COVER SHEET): 4

PLEASE CALL RENEE IMMEDIATELY IF THIS
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